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Alberta

PERSONNEL ADMINISTRATION

403/427-0158

Office of
the Minister

222 Legislative Building
Edmonton, Alberta, Canada
T5K 2B6

March 15, 1983

Honourable Gerald Amerongen
Speaker of the Legislative Assembly
325 Legislature Building

Dear Sir:

It is with a great deal of pleasure that I submit to you the Annual Report of the Personnel Administration Office for the year ending December 31, 1982.

Yours truly,

Greg Stevens

GREG STEVENS
Minister Responsible for
Personnel Administration

Att.

Alberta

PERSONNEL ADMINISTRATION OFFICE

403/427-8116

Office of
the Public Service Commissioner

Room 1214, Jarvis Building
9925 - 107 Street
Edmonton, Alberta, Canada
T5K 2H9

The Honourable Greg Stevens
Minister Responsible for
Personnel Administration
Room 222 Legislature Building
EDMONTON, Alberta

Sir:

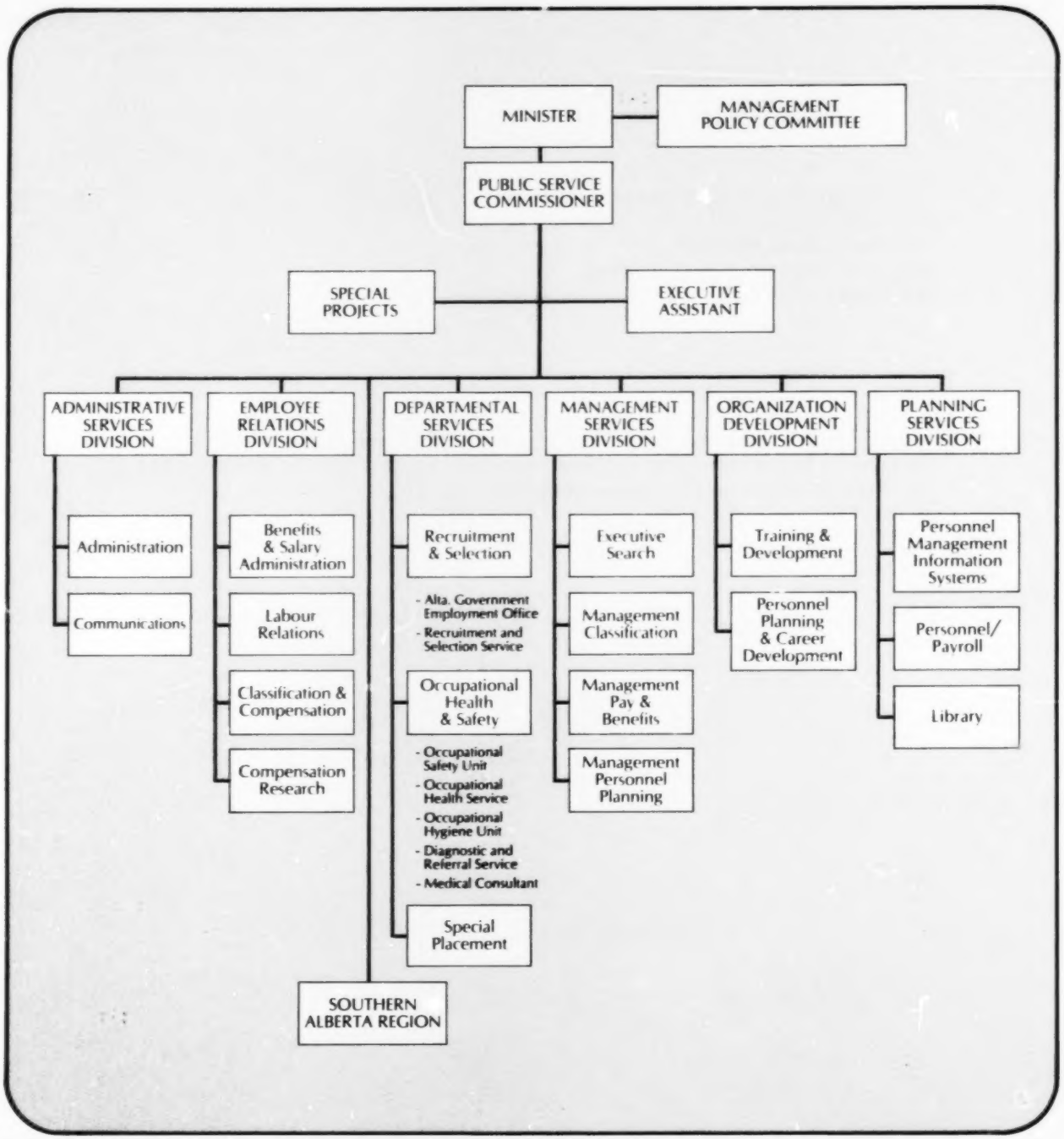
I have the honour to submit to you the Annual Report of the Personnel Administration Office pursuant to the Public Service Act, for the calendar year ending December 31, 1982.

Respectfully submitted,

J. E. DIXON
Public Service Commissioner

Att.

Personnel Administration Office
Functional Organization
December 31, 1982



Personnel Administration Office
Functional Statements

PUBLIC SERVICE COMMISSIONER

Provides advice to the Minister and Government on personnel policy and legislation, and develops and administers systems to implement policies and practices. Advises and informs the Minister on all aspects of personnel administration. Manages a comprehensive personnel program which is implemented through divisions of the Personnel Administration Office. Provides advice and assistance to departmental officials on personnel matters.

EMPLOYEE RELATIONS DIVISION

Responsible for the negotiation and administration of collective agreements; the development and administration of benefit programs; the conduct of compensation research; and the administration of the bargaining unit and excluded and opted out position classification system.

MANAGEMENT SERVICES DIVISION

Responsible for the recruitment and selection program for senior managerial personnel, recommending and developing the terms and conditions under which they are employed and planning to meet the long term requirements for managerial personnel.

DEPARTMENTAL SERVICES DIVISION

Responsible for staffing activities in the Alberta Public Service. Administers an Occupational Health and Safety Program for all government employees and a program to assist handicapped citizens of Alberta to obtain meaningful employment in the Public Service.

ORGANIZATION DEVELOPMENT DIVISION

Provides consulting services to assist departments in achieving effective development and utilization of their staff consistent with the needs of the Alberta Public Service and the employees. This includes assisting departments to identify needs, designing and conducting developmental programs and co-ordinating the use of outside training institutions. Responsible for co-ordinating employee performance appraisal, workforce planning (non-managerial) and career assignment programs. Responsible for the Personnel Planning and Career Development Program.

PLANNING SERVICES DIVISION

Provides consultative advice to the Public Service Commissioner and all Divisions in the areas of computer and other technological support systems; personnel/payroll; the planning process; and program evaluation.

SOUTHERN ALBERTA REGIONAL OFFICE

Develops and provides personnel administration services in the Southern Alberta Region as representative of all Divisions of the Personnel Administration Office with Regional Offices in Calgary and Lethbridge.

ADMINISTRATIVE SERVICES DIVISION

Provides financial and general administrative services to the Public Service Commissioner and all Divisions of the Personnel Administration Office.

Management Services Division

The Management Services Division provides professional advice and services to departments and agencies in the areas of Executive Search, Management Pay and Benefits, Management Classification and Management Personnel Planning.

The Division also had the responsibility for the Personnel Administration Training Program. In 1982, the Program provided an intensive eight month on-the-job training program to six participants. This represents the fourth successive year in which the Program has been carried out in its present form. Graduates of the Program have moved to personnel practitioner assignments with both the Personnel Administration Office as well as with program departments.

EXECUTIVE SEARCH

The volume of recruitment requests for executive positions decreased in 1982, with a total of 37 competitions conducted. Of these 37 competitions, eight are outstanding as of the end of the year.

While the number of staffing requests received from client departments was lower, the tighter market for job seekers was reflected in a significant increase in the volume of applications received and processed by this Section.

Of the 29 appointments made through Executive Search competitions in 1982, 14 (48%) appointees were from within the Alberta Public Service while 15 (52%) came from outside the Alberta Public Service. This balance reflects positively on the maintenance of a career service concept as well as the desirability of bringing new ideas and approaches to the Government of Alberta through outside recruiting.

MANAGEMENT PAY AND BENEFITS

This Section is responsible for all aspects of management pay, benefits, foreign service employment, discipline, contract employment and administering the code of conduct, including the interpretation, maintenance and amendment of applicable regulations and guidelines.

As in recent years, an annual market salary survey of both public and private sector organizations was conducted in co-operation with the Compensation Research Section of the Employee Relations Division.

The declining economic conditions were a major consideration in establishing 1982 management salary increases. As a result, the management group received a 6% market increase effective June 1, 1982. In keeping with the restraint mode, performance increases were reduced to a maximum of 2.0% for outstanding performance as compared to an 8.5% performance pay maximum for outstanding performance in 1981.

This Section also provided a consultative service to departments in matters relating to managerial discipline and the Code of Conduct and Ethics for the management and non-bargaining unit groups.

MANAGEMENT CLASSIFICATION

In 1982, a total of 1,357 classification requests were reviewed and processed by the Management Classification Section. A large portion of this activity was a result of major re-organizations that occurred in the Departments of Recreation and Parks, Attorney General, Energy and Natural Resources, Social Services and Community Health, Education, Agriculture and Treasury Branches.

Of the 19 classification appeals submitted to the Management Classification Appeal Board, 5 were denied by the Board, 4 were granted, 8 were withdrawn and 2 remain outstanding.

In response to a specific need identified by personnel representatives of the departments for a position description form appropriate for management level positions, the Management Classification Section developed and implemented a new management position description form with an accompanying guideline to assist department managers in their classification submissions.

MANAGEMENT PERSONNEL PLANNING

In addition to providing ongoing consultation and assistance to departments on the application of the performance appraisal system for managers, the Section provided advice and assistance to a number of departments who were initiating departmental personnel planning processes for management employees.

The Section is responsible for co-ordinating the information needs of the Division for personnel planning purposes and established new systems during 1982 which will improve the ability of the Division and departments in the personnel planning process.

Employee Relations Division

During the year the Classification Section of the Division provided training to line managers as well as personnel administrators in preparation for total decentralization to departments of position allocation decisions to non-management classifications. As well, the Travel-Occupational Accident Insurance Plan was amended during 1982 to cover all employees while performing their job duties. The Labour Relations area negotiated with the Alberta Union of Provincial Employees for a renewal Master Agreement and participated in negotiations and subsequent arbitration hearings for Divisional Agreements.

LABOUR RELATIONS

Collective Bargaining

Negotiations for a renewal Master Agreement (non-salary items) were initiated in January, 1982 and culminated in an Agreement which was ratified by both parties. The Agreement is effective for the period June 1, 1982 to March 31, 1984.

Bargaining for the renewal of the twelve Divisional Agreements (salary items) was initiated in late Spring when the Alberta Union of Provincial Employees submitted its bargaining proposals. The high A.U.P.E. salary proposals in contrast to the view of Government that the declining economic situation should be reflected in far smaller salary adjustments resulted in a negotiations impasse. The Alberta Union of Provincial Employees made application to the Public Service Employee Relations Board beginning in the month of June for the establishment of arbitration boards to resolve the Divisional Agreements. The Government's final salary offer for each Division was 8% for 1982 and 4% for 1983 in contrast to A.U.P.E. proposals ranging upwards from 17% for 1982 and upwards from 17% for 1983. Seven of the twelve arbitration hearings took place before the end of 1982.

In order to provide as many employees as possible with at least a portion of the salary increase by the end of the year, the Government implemented a 6% portion of its final wage offer retroactive to April 1, 1982 pending the arbitration awards.

The arbitration decisions received by December 31, 1982 established salary adjustments as follows:

	April 1, 1982	April 1, 1983
Division 1	10%	10%*
Division 3	10%	8%
Division 5	11%	10%
Division 7	12%	9%
Division 8	11%	8%
Division 11	12%	9%

* Non-compounded

The Employer nominees to these boards dissented from all of the above decisions while the Union nominees dissented in all but Division 11.

Arbitration board hearings were scheduled for Divisions 2 (Administrative and Program Services), 6 (Social Services Division), and 12 (Technical Services) in December of 1982 and for Division 9 (Health and Therapy Support) and Division 10 (Medical and Rehabilitative Services) in early January and for Division 4 (Trades and Related Services) in February, 1983.

The Employee Relations Division also provides negotiators to the Alberta Research Council, the Alberta Alcohol and Drug Abuse Commission, the Alberta Housing Corporation and the Alberta Liquor Control Board. The Liquor Control Board was still negotiating at year end, while the Alberta Union of Provincial Employees had requested that the agreement for the other three employers be resolved by binding arbitration. Those hearings were not yet scheduled at year end.

Grievances

Approximately 555 grievances were resolved at various stages of the grievance procedure in 1982.

There were 103 grievances filed with the Public Service Grievance Board for adjudication, of which 86 were scheduled by the Board for a hearing. 20 grievances were resolved by the parties prior to hearing, another 11 were withdrawn by the Union, and 5 were adjourned for various reasons.

The Board adjudicated 50 grievances, upholding 19, and dismissing 14 with decisions pending on the remaining 17.

As of December 31, 1982 there were 226 grievances in progress at all stages of the grievance process.

COMPENSATION RESEARCH

In 1982, benefits received by employees in the Plan were increased by up to 10% in order to provide protection against the effects of inflation.
and the management group. In addition, the Compensation Research Section provided ongoing support as well as extensive research and assistance to the Labour Relations Section during negotiations and the arbitration process. Of particular significance was the Section's key role in monitoring and reporting on the changing economic conditions and their impact on compensation and collective bargaining.

To further foster co-operation and understanding among the related units of the four Western Provinces, the Section actively participated in a conference with Compensation Research Officers from the British Columbia, Alberta, Saskatchewan and Manitoba Governments. The conference, which was held in Regina in September 1982, provided the opportunity for an exchange of information and new developments in the fields of compensation and collective bargaining.

The Section also provided ongoing advice and recommendations on a multitude of pay related matters. As in past years, the Section co-operated and participated in numerous compensation surveys conducted by other public and private sector organizations.

BENEFITS AND SALARY ADMINISTRATION

Long Term Disability Plan

The Plan ensures that following 80 consecutive work days of absence due to illness or accidental injury, an employee will receive 70% of salary up to an established maximum benefit level. Benefits are paid monthly, for up to a maximum of two years, if the disabled employee is unable to perform the duties of his own occupation and following that period benefits will continue to be paid, up to age 65, so long as the individual is medically incapable of performing any gainful occupation. Claims are subject to independent third party adjudication.

During the sixth year the Plan was in operation (April 1, 1981 to March 31, 1982) 164 new claimants began to receive benefits. As of March 31, 1982 a total of 444 employees were receiving benefits under the Plan. Benefits ceased for 168 employees during the year with most (98) of these returning to work.

In 1982, benefits received by employees in the Plan were increased by up to 10% in order to provide protection against the effects of inflation.

Group Life Insurance Plans

The Plan provides Basic Group Life Insurance equivalent to 1 or 2.5 times the insured employee's salary up to an established maximum benefit level with additional coverage in the event of accidental death or dismemberment. The cost of this coverage is shared between the Government and the employee.

The Group Life Insurance Plan for employees in the Bargaining Unit paid benefits to the beneficiaries of 65 deceased employees during the policy year ending March 31, 1982. The average amount of claim was $40,100. The Accidental Death and Dismemberment part of the Plan paid additional benefits on eight claims averaging $36,750 each. Seven claims resulted from the accidental death of employees while one employee received benefits due to the accidental loss of sight in one eye. The Dependent's Life Insurance part of the Plan paid 20 claims totaling $88,000. This coverage provides benefits to an employee in the event of the death of his or her spouse or dependent child.

The Group Life Insurance Plan for Management and Excluded Employees completed its third year of operation on March 31, 1982. During this year, a total of 12 claims averaging $50,100 per claim were paid under the Basic Group Life Insurance section of the Plan. In addition, the Optional Group Life part of the Plan paid benefits averaging $60,750 to four of the twelve beneficiaries receiving Basic Group Life Benefits. Eight claims were paid under Dependent's Life Insurance totaling $34,000.

Travel-Occupational Accident Insurance Plan

This Plan was amended in June 1982 to add coverage for all employees while performing their duties for the Employer, including authorized travel. Prior to June 1982, the Plan covered employees only while on authorized business travel. The maximum amount of insurance of four times an employee's annual salary up to $100,000 is integrated with the Accidental Death and Dismemberment coverage under the Group Life Insurance Plans. During the policy year ending March 31, 1982 seven claims were made under the Travel-Occupational Accident Insurance Plan averaging $65,290 each.

Dental Program

The Dental Program has now completed its second calendar year of operation. The Program, funded by the Government as the Employer, reimburses a portion of the eligible dental expenses incurred by employees, their spouses and dependent children up to specific maximum amounts. The Program consists of a plan for employees in the Bargaining Unit and a Plan for Management and Excluded employees. In addition, an Optional Dental Plan, which increases the portion of the dental expenses reimbursed and removes the maximum reimbursement limit, is available for management and excluded employees at the employees' expense. Currently the Plans cover almost 32,000 employees. Claims paid in 1982 totaled $2,453,000 for the Bargaining Unit Dental Plan and $1,438,000, including the Optional Dental Plan, for the Management and Excluded Employees Plan.

CLASSIFICATION AND COMPENSATION

In January, 1982 a policy decision was reached to move toward total decentralization to departments of position allocation decisions to non-management classifications. This means that departments will be able to determine the classification levels of their non-management positions in accordance with Government-wide classification standards.

In preparation for decentralization, classification training was provided to line managers. Nine three day courses were given providing training to 150 individuals. These were in addition to 3 courses for personnel administrators, which provided classification training to 60 individuals.

During the year a number of class and series reviews were undertaken and 32 new or amended classes were created including: Computer Production Controller, Livestock Inspection Officer, Partsman, Plumbing and Gas Inspector, Laboratory Technician, Laboratory Research Technician, Career Development Officer, and Disbursement Control Officer. In addition, 45 trades related classes were updated, and 24 redundant classes were abolished.

The Classification Appeal Board for Bargaining Unit and Opted Out and Excluded positions received 51 appeals during the year, with 10 appeals carring over from 1981. Of the 10 carried over from 1981, 3 still remain outstanding as 2 were adjourned or postponed at the request of the Union and 1 was deferred by the Board. Of the remaining appeals, 2 were granted by the Board; 3 denied by the Board and 2 were resolved prior to the hearing being scheduled.

Ten of the 51 appeals received in 1982 were a result of decisions made under decentralized authority. Seven appeals were resolved prior to the Board hearing; 1 was denied by the Board; and 2 are scheduled for hearing in February, 1983. Of the appeals resulting from centralized decisions, 23 were resolved prior to Board hearings; 4 were granted by the Board; 11 were denied by the Board; and 3 were scheduled for hearing in February, 1983.

Southern Alberta Region

The Calgary and Lethbridge Offices provided professional personnel services to departmental managers, departmental personnel offices, and employees.

During the past year enquiries from the public regarding job information have increased significantly. In the Calgary Office, services have been reorganized to increase the promptness of the provision of information to candidates and in Lethbridge, the office hours have been extended to further improve service.

The demand for training and consulting services has increased this year. With the delegation of classification allocation decisions, the Southern Region has been assisting departments in assuming this responsibility, including the training of departmental regional staff. The Regional Office has assisted Departmental Services Division in training personnel administrators in recruitment and selection practices and techniques. Information sessions on Temporary Staffing Services and ad writing were also presented to departments.

A major project which the region has co-ordinated in co-operation with government departments is the design and evaluation of a new interview form to conform with changes in Human Rights Legislation, to deal more specifically with job related criteria and to assist in assessing the knowledge, skills and abilities of the candidate. The revised interview form will be introduced government-wide early in 1983. The accompanying user manual was prepared primarily by the Lethbridge Office.

The Southern Alberta Region participated in the development and review of several class series and has continued its involvement in the Recruitment and Selection Standards Committee. With the establishment of the Alberta Petroleum Incentives Program in Calgary, assistance was provided in classifying a large number of positions and a major recruitment campaign followed.

In the administrative support area, need for the introductory level Secretary Training Program has diminished while there is a demand for more advanced training. A program is being developed to provide additional training for experienced clerical staff. The Work Experience Program has continued to be in demand, with students welcoming the opportunity to gain experience preparing them for an increasingly competitive job market.

Organization Development Division

During 1982, the Division responded to an increasing demand from departments for management training and development programs along with increased number of requests for organization development consulting services.

The Division offered a wide variety of programs advertised through the Staff Training and Development Calendar designed to increase the skills and knowledge of employees as well as to assist in the development of more effective organizations. A series of seminars was also offered for executive and senior officers that were tailored for their needs.

Continued efforts were placed on ensuring that female employees have an opportunity to realize and achieve their career potential. This year an emphasis was placed on programs that will directly assist female employees in bridging the supervisory and management roles within the Public Service.

The Native Career Opportunities Program was introduced during 1981 and implemented during 1982. Two Co-ordinators were appointed from each department to act as catalysts in assisting and encouraging Native people of the province to seek employment with the Public Service and for Natives employed within the service to take advantage of career opportunities. Cultural awareness programs were offered to departmental managers to identify cultural differences and explore alternatives in dealing with these differences.

Several projects initiated by the Organization Development Division include an evaluation system to test the effectiveness of training and development programs, developing the Management Model, and revision of the Learning Contract.

PERSONNEL PLANNING AND CAREER DEVELOPMENT UNIT

The Women's Program

Within the Unit, the Women's Program has been in operation since 1977. The participation rate for women as a percentage of total work force in the Alberta Public Service has been steadily increasing since 1975 (46.0%) to 1982 (52.6%). During 1982 the Women's Program has been actively involved in:

- Designing courses for professional/technical level employees who wish to advance into management positions. There will be 110 women taking the management course during 1982-83 and 243 women completing the supervisory course.
- Monitoring other training and development programs in the Staff Development Training Calendar to ensure that the needs of female employees are being met.
- Managing nine training programs in the Personnel Planning and Career Development Unit designed to provide women with the skills and development that would enable them to advance to their potential if they so choose.
- Consulting with various agencies such as the Human Rights Commission on matters related to the Women's Program.
- Reviewing competition statistics to monitor information on female applicants.
- Training of new managers and personnel administrators through orientation courses managed by the Personnel Administration Office.
- Briefing supervisors, managers and executives on the implicit and explicit forms of discrimination that women can face.
- Publishing a newsletter designed to increase information levels among Department Co-ordinators.
- Providing support and assistance to the Departmental Co-ordinators in implementing their programs.
- Providing a limited amount of career counselling for women.

Two new programs, Career Development for Women (Advanced) and Planning for Office Automation, have been developed this year and will be implemented in 1983.

The Native Career Opportunities Program

The Native Program reflects the Government of Alberta's priority commitment to provide measures to assist Native people to take full advantage of, and increase career opportunities in the Alberta Public Service.

The Program is currently building positive working relationships and creating operational linkages between the Alberta Public Service, private and public agencies and Native communities of Alberta in order to assist in Native employment.

In addition to laying foundations for working relationships across the province, the Program is also currently involved in:

- Executive and management briefings in departments to identify similarities and differences in Native cultures.
- Investigating new ways in which existing programs can be utilized to assist Alberta's Native people.
- Assistance in design/identification of resources for cultural orientations in departments.
- Operating a resource centre containing pertinent information and resources for use by departments.
- Providing a limited amount of career counselling for Alberta's Native people.

ORGANIZATION DEVELOPMENT CONSULTING AND TRAINING AND DEVELOPMENT

A wide variety of training and development activities were undertaken in 1982. Continued emphasis was placed on the development of special programs for senior and executive managers as well as the revision and updating of existing programs based on changing participant needs. New programs were identified and developed for piloting in 1983. Development of an Evaluation Model to test the effectiveness of Training and Development programs was initiated in 1982. This led to the development of a revised "Learning Contract" between potential program participants and their supervisors to ensure that the proposed training meets identified needs of improved performance, organization effectiveness or career development.

The Division again responded to a number of requests for assistance from departments for organization development consulting. During the year, planning, goal setting and team building activities took place in a number of departments.

NEW PROGRAMS DEVELOPED IN 1982

Advanced Public Speaking

The purpose of this Program is to further the development of verbal communication skills acquired in the Effective Public Speaking course through the presentation of speeches. Participants are introduced to other areas such as the role of the chairperson, proper communications techniques and telephone techniques.

Executive Officer and Senior Officer II Programs

A series of seminars for executive officers and senior managers in the Alberta Public Service was organized under the theme of "Productivity and Effectiveness and the Government Executive" and "Management in the 80's". The Seminars focused on issues such as productivity, managerial effectiveness, management of people, managerial control, information systems, and creative problem solving. The utilization of top notch resources from within the Alberta Public Service, as well as internationally recognized authors in their fields, led to a very positive response from participants on the seminars. These Programs will continue to be offered in 1983.

Public Contact Audio-Visual Presentation

The Organization Development Division in conjunction with the Public Affairs Bureau of Alberta Government Services commissioned the development of a slide tape presentation entitled "Person to Person" for inclusion in several programs provided by this Division. This presentation stresses the importance of efficient and courteous interactions with the people of Alberta, and offers some suggestions and methods to enhance the level of service to all sectors of the public. This audio visual presentation is available to all government departments and agencies.

Departmental Services Division

RECRUITMENT AND SELECTION

During 1982 there was a very dramatic change in Alberta's labour market, enabling departments to staff many positions previously difficult to fill. Some specialized positions still remain difficult to staff.

Although recruitment activity declined, the Branch experienced a significant increase in employment enquiries totalling 86,405 and a significant increase in applications received totalling 130,626.

A study of the effectiveness of the publication of "The Bulletin", the weekly tabloid newspaper listing Alberta Public Service positions, indicated a high readership and acceptance. In an effort to assist candidates seeking employment, "The Bulletin" carried several articles on such topics as preparing for job interviews and resume writing.

The Recruitment and Selection Branch was involved in many special projects, such as Recruitment and Selection training for departmental personnel administrators and line managers, introduction of the new Competition Monitoring Program, and preparation of a Recruitment Ad Writing Program.

The Temporary Staff Service Program assigns temporary employees to departments within the provincial government, and in 1982 placed 2900 employees in short-term jobs. A revised and updated Temporary Staff Service application form was introduced this year to conform with changes in Human Rights Legislation, and to make the form simpler and easier to use for both temporary employees and program staff.

With the significant increase in applications received, the Clerical Recruitment Section had little difficulty in attracting applicants with proficient typing skills. With the decrease in turnover in the clerical sector, the demand for clerks and clerk typists reduced significantly. During 1982, a total of 773 clerical competitions were conducted.

The Clerical Recruitment Section continued its High School Recruitment Program with a total of 523 students attending the presentations. The Clerical Recruitment staff stressed the need for students to prepare themselves for the job interview in this highly competitive market.

The Branch continues to promote the placement of high school students in Work Experience/Work Study assignments with various departments in Government. Some of these students are successful in obtaining permanent or temporary employment with the province following their graduation.

SPECIAL PLACEMENT PROGRAM

The focus of the Special Placement Program in 1982 was to provide clients of the program with an opportunity to demonstrate their employability within the Alberta Public Service. This was accomplished through 80 work experience projects in 25 government departments.

The projects, of six months duration each, provided those clients who required additional assistance, an opportunity to acquire skills that would enhance their possibilities for obtaining regular government positions. While some projects are still running, of those that have been completed, 68% were able to obtain employment in government, 17% are employable and seeking employment, 4% returned to school and 11% were unsuitable for competitive employment.

In 1982, 142 individuals obtained employment in the Alberta Public Service through the Special Placement Program. Considerable assistance was provided to other disabled applicants who were encouraged to pursue employment through regular channels.

The Program continued its involvement with training programs for personnel administrators to ensure continued awareness among departments of the needs and abilities of disabled persons.

Staff continued worksite visits and position analysis, for the purpose of identifying positions which would be particularly suitable for a specific type of disability.

The Special Placement Program acts as a resource for government departments and private sector employers as well as maintaining liaison with outside agencies, in matters pertaining to the employment of disabled persons with the Alberta Public Service.

The understanding of managers, supervisors and co-workers in meeting the needs of disabled persons has increased considerably with their awareness, interaction and experience with suitably employed disabled persons over the past few years.

OCCUPATIONAL HEALTH AND SAFETY

There was increased participation by employees, management and the Alberta Union of Provincial Employees in occupational health and safety activity in 1982. Highlights include: (1) jointly resourcing and sponsoring a conference for employees and management who serve as members on joint worksite health and safety committees; (2) increased efforts toward program awareness and promotion

campaigns; and (3) revisions to the Occupational Health and Safety program statements, distributed to employees at worksites.

Medical Consultant

The Medical Consultant conducts and co-ordinates the medical aspects of the various Occupational Health and Safety Programs and provides overall direction in the area of occupational medicine. This includes liaising with the Hygiene Unit to establish criteria for the health screening programs, liaising with employees, nursing staff, departmental representatives and community medical resources to ensure appropriate action is taken to protect employee's health in the work place; and conducting medical boards.

Occupational Safety Unit

The Occupational Safety Unit serves as a resource to departments in areas of worksite evaluation, safety education, accident reporting and investigation, and emergency evacuation. In addition, the Safety Unit also engaged in program evaluation.

An indepth government-wide evaluation was undertaken to determine the degree to which the stated program purpose and objectives were being met. The results of the evaluation were generally positive. Future efforts will focus on improving the quality of the government-wide program through continued liaison with all government departments.

Active support and co-operation of management and the Alberta Union of Provincial Employees strengthens the joint nature of the Program. The Minister Responsible for Personnel Administration, together with management from departments and the Personnel Administration Office participated as keynote speakers and workshop leaders with Union personnel at the Alberta Union of Provincial Employees' Fourth Annual Occupational Health and Safety Conference held in Lethbridge. In addition, Joint Occupational Health and Safety Committees in departments continued to function and advise on policy, program and worksite concerns. The Joint Government Health and Safety Committee met on four occasions and made recommendations to the Public Service Commissioner on a number of key program areas which included Emergency Roadside Survival, Joint Worksite Health and Safety Committees, Program Promotion, and Accident/Injury Statistics.

The recommendation on Emergency Roadside Survival led to a Government-wide needs reassessment to ensure that employees who travel extensively in remote areas continue to be included in the Program. The eight recommendations regarding joint worksite health and safety committees resulted in a number of departments co-operating with the Alberta Union of Provincial Employees to restructure, reorganize and retrain their worksite committees. The endorsation of Program Promotion stimulated the development of internal departmental newsletters on health and safety. In addition, occupational health and safety articles were published in the "Bulletin", the Personnel Administration Office's career opportunities tabloid. The Government Committee's support of departmental activities has accelerated the delivery of training programs in accident prevention for both supervisory and non-supervisory personnel.

The delivery of safety educational programs also received considerable emphasis during 1982. In addition to those conducted by departments, the Safety Unit facilitated or delivered courses in Supervisor's Accident Prevention, Defensive Driving, the Role and Function of Joint Worksite Committee Members, and Emergency Survival. Employee participation in the Safety Unit Programs is outlined in the statistical appendices.

Occupational Hygiene Program

The main functional activities of the Occupational Hygiene Unit during the year involved: 1. performing worksite surveys to identify and evaluate potential environmental health hazards; 2. establishing selection criteria for employee participation in the health screening programs in conjunction with the Medical Consultant; 3. collecting an inventory of chemical products in government work places and liaising with manufacturers and other sources to obtain health and safety data related to these chemicals in conjunction with departmental representatives; 4. presenting special educational sessions to employees and management staff.

Diagnostic and Referral Service

The Diagnostic and Referral Service continued to provide assistance to Public Service employees to endeavor to alleviate behavioural health problems that interferred with effective job performance. This service included assessment of the problem, referral for an appropriate form of help, and clinical follow-up. An associated major function of the Diagnostic and Referral Service was to offer consultation to supervisors on the management and rehabilitation of employees with behavioural health problems. During the year 1982, there were 319 referrals: 248 (78%) of these were first time referrals to the program, whereas 71 (22%) were re-referrals. 199 (62%) of the clients came from Edmonton, 72 (23%) from Calgary, and 48 (15%) from all other locations in the province.

In addition to functions indicated above, the Diagnostic and Referral Service gave advisory assistance to agencies governed by boards and commissions in setting up their own employee assistance programs. The Service gave a series of stress education seminars to First Aiders (320 participants) and training personnel of Alberta Hospital, Edmonton (20 participants). In conjunction with the Organization Development Division, a plan was implemented to give workshops to departmental Training Co-ordinators preparing them to give seminars on stress education within their departments. A systematic procedure including program awareness seminars and the distribution of program descriptions to Government worksites was also developed to familiarize supervisory and administrative personnel with the Diagnostic and Referral Service as an employee assistance program.

A concerted and continuous effort was maintained to develop professional liaison with community agencies to facilitate the treatment of clients and to enhance the appropriateness of referrals.

Occupational Health Service

During 1982, emphasis was placed on the planning and implementation of new programs and the re-orientation of existing programs in accordance with legislated requirements. Thus, the Pulmonary Fibrosis Program for employees exposed to free silica dust and airborne asbestos fibres, and the Medical Surveillance Program for employees exposed to lead, were developed and were fully operational by the end of the year. These new programs were conducted at 77 worksites, involved 758 screening tests and included 64 health education presentations attended by 910 employees.

Additionally, the Hearing Conservation Program was conducted at several new worksites. A total of 3,277 audiograms were performed. Under this Program, 140 health education presentations were given with a total attendance of 2,422 employees.

Screening tests increased from 4,855 in 1981 to 6,584 in 1982, an increase of 35.6%. A significant increase occurred in the Blood Pressure Screening Program which was conducted at 139 worksites and involved 2,477 employees.

Visits by the Occupational Health Nurses to government buildings and other worksites totalled 2,080. The number of special surveys conducted with departmental Occupational Health and Safety Co-ordinators to detect potential health hazards totalled 24 during 1982.

In addition to the 204 health education presentations held in conjunction with the legislated screening programs, 302 sessions were held on other health topics. Health topics discussed included vision conservation, back care, communicable disease control, prevention of heart disease, prevention of cancer, and lifestyle health factors such as nutrition, smoking and alcohol.

As part of the Health Education Program, promotional materials on health are distributed monthly for display at government worksites across the province. Three hundred and twelve locations received these pamphlets in 1982.

Across the province there are now 132 First Aid Rooms plus 21 First Aid Stations (complete First Aid Rooms not needed due to lesser number of employees) and 614 designated trained First Aiders. The Occupational Health Nurses conducted orientations for 236 new First Aiders and provided continuing education workshops for 331 employees. Treatment services provided by First Aiders at the First Aid Rooms and Stations numbered 3,688. Treatment services rendered by the Occupational Health Nurses totalled 3,405. The number of referrals by the Occupational Health Nurses to private physicians and other community health resources totalled 1,076.

STATISTICS

Note - Listings of departments do not reflect organization changes occurring in late 1982.

Occupational Health Service Statistics 1982

	GRANDE PRAIRIE	EDMONTON	RED DEER	CALGARY	LETHBRIDGE	TOTAL
Patient Care						
Occupational Health Nurse	389	1,027	1,253	314	422	**3,405**
First Aiders	245	2,955	168	256	64	**3,688**
TOTAL	634	3,982	1,421	570	486	**7,093**
Prevention Programs Screening						
Audiometric	360	1,826	416	405	270	**3,277**
Pulmonary Function Tests	99	336	46	91	73	**645**
Blood Tests for Lead Exposure	23	14	--	38	38	**113**
Blood Pressure	544	1,086	578	194	75	**2,477**
Other	34	1	24	1	12	**72**
TOTAL	1,060	3,263	1,064	729	468	**6,584**
Health Promotion						
Number of Presentations	33	249	100	90	34	**506**
Attendance	599	3,685	1,587	1,759	616	**8,246**

Special Placement Program Statistics* 1982

NEW CLIENTS 126

Female	65
Male	61

CATEGORIES OF DISABILITY

Physically Disabled	47%
Mentally Disabled	18%
Socially Disadvantaged	15%
Over 45 Years	20%

AGE GROUPINGS

18-25	26-35	36-45	46-55	56-65
39%	21%	10%	18%	12%

CLIENTS PLACED 142**

TYPE OF POSITIONS

Permanent	10
Wages	24
Project	23
Temporary	5
Work Experience	80

INTERVIEWS DONE

Initial (Clients)	Follow-up (Clients)	Departments	Agencies
176	342	424	102

* These figures do not include disabled persons hired who did not require the assistance of this program.

**Some clients placed from previous year.

Staff Development Leave 1982

	Course Subsidization*	Education Leave	Career Assignment Program
Advanced Education & Manpower	360	9	0
Agriculture	469	13	0
Agricultural Development Corporation	72	0	0
Alberta Housing Corporation	53	0	0
Alberta Oil Sands Equity	0	0	0
Attorney General	74	0	0
Consumer & Corporate Affairs	81	0	0
Culture	98	2	2
Disaster Services	4	0	0
Economic Development	51	1	0
Education	96	7	0
Energy & Natural Resources	220	0	0
Environment	384	4	0
Environment Council of Alberta	1	0	0
Federal & Intergovernmental Affairs	20	0	0
Government Services	95	0	0
Hospitals & Medical Care	132	1	0
Housing & Public Works	137	0	0
Labour	12	0	0
Municipal Affairs	436	1	0
Native Secretariat	8	1	0
Personnel Administration Office	4	0	0
Recreation & Parks	136	0	0
Social Services & Community Health	2009	48	0
Solicitor General	276	8	0
Tourism & Small Business	58	1	0
Transportation	341	3	0
Treasury	483	0	0
Treasury Branches	99	0	0
Workers' Health, Safety & Compensation	0	0	0
Utilities & Telephones	10	0	0
TOTALS	**6219**	**99**	**2**

* Does not include courses conducted by the Personnel Administration Office and by other Departments.

Staff Development Program 1982

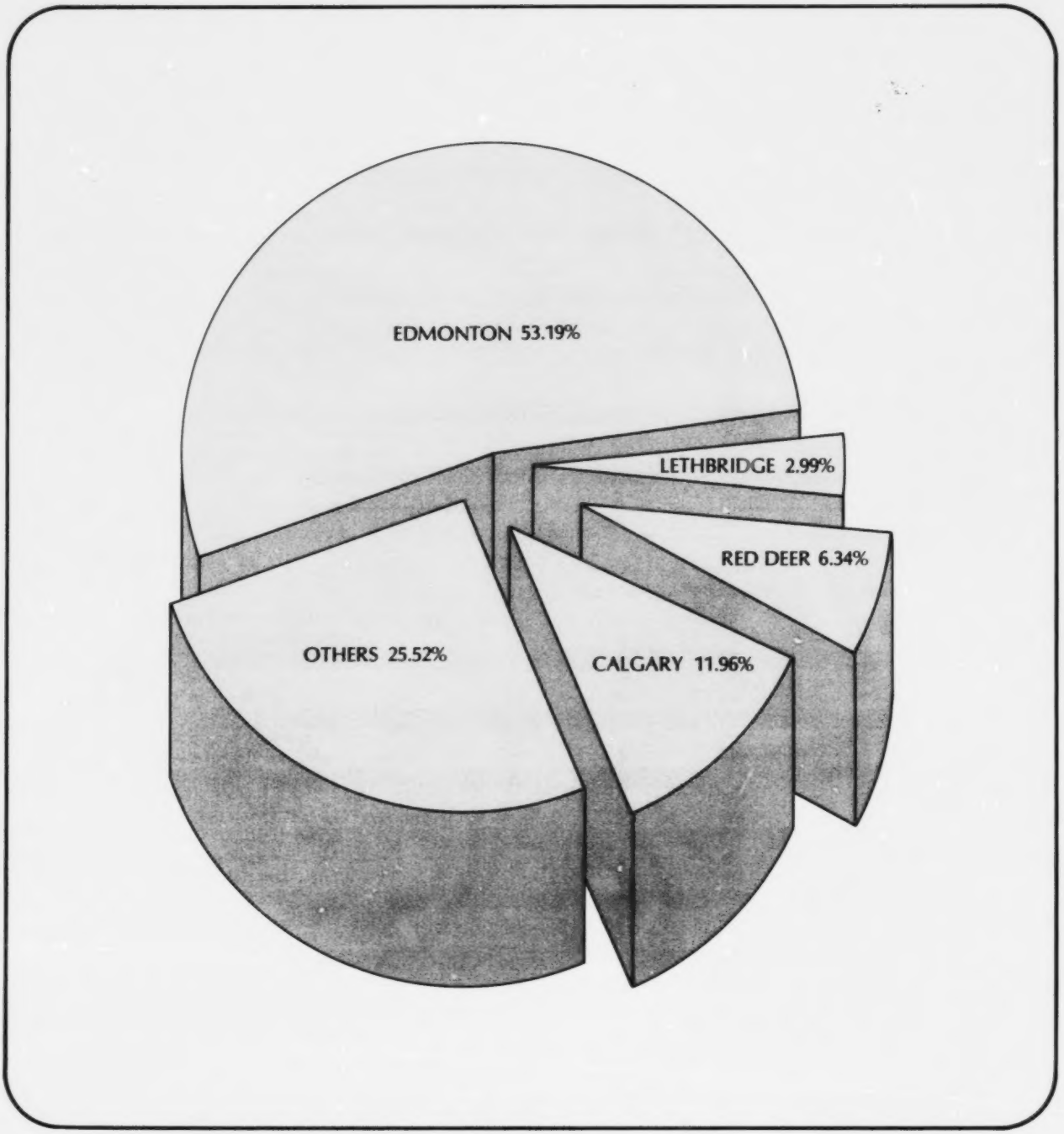
DEVELOPMENT PROGRAMS Course	No. of Courses	No. of Participants	Duration	Training Days
Classification & Compensation - Delegation	2	34	3	102
Classification & Compensation	3	62	4	248
Consulting Skills I	8	231	5	1155
Consulting Skills II	4	95	6	570
Coping With Stress	20	459	2	918
Executive Officer Series	2	92	1	92
Executive Officer Series	2	52	2	104
Human Resource Management	5	149	6	894
Interpersonal Communication	20	362	3	1086
Management Development	12	302	5	1510
Management, Leadership, Motivation	10	330	6	1980
Managing Conflict	5	127	2	254
Managing the Decision Process	9	169	3	507
Managing Time for Team Effectiveness	5	96	2	192
Orientation of Personnel	1	29	2	58
Planning For and Managing Change	3	27	3	81
Power and Productivity	4	95	3	285
Pre-Retirement Planning	22	386	2	772
Recruitment and Selection Module I-II	3	67	4	268
Recruitment and Selection Module III	4	62	4	248
Senior Officer II Series	2	153	1	153
Senior Officer II Series	6	172	2	344
TOTALS	**152**	**3551**		**11821**

TRAINING PROGRAMS Course	No. of Courses	No. of Participants	Duration	Training Days
Administrative Skills and the Senior Secretary	15	259	3	777
Budgeting and Financial Control	2	98	1	98
Career Development for Women	25	421	3	1263
Defensive Driving	7	148	2	296
Effective Public Speaking	19	287	2	574
Effective Writing Workshop	23	403	3	1209
Emergency Survival Training	11	146	2	292
Joint Worksite Health and Safety Committee	3	49	1	49
Letter and Memo Writing	4	53	2	106
Meeting Skills	8	153	2	306
Multi Media Emergency First Aid Program	1	18	1	18
On-the-Job Training Methods	7	123	3	369
Orientation for Managers	4	187	3	561
Preparing for the Job Interview	6	83	2	166
Receptionist Training	21	324	2	648
Report Writing	6	103	2	206
Situational Leadership	4	217	1	217
Secretarial Training	4	71	3	213
Standard First Aid	1	3	3	9
Step Two - Now You Have the Job	17	270	3	810
Supervisor Accident Prevention	5	86	2	172
Women Entering a Management Role	3	58	4	232
Women Entering a Supervisory Role	5	120	3	360
TOTALS	**201**	**3680**		**8951**

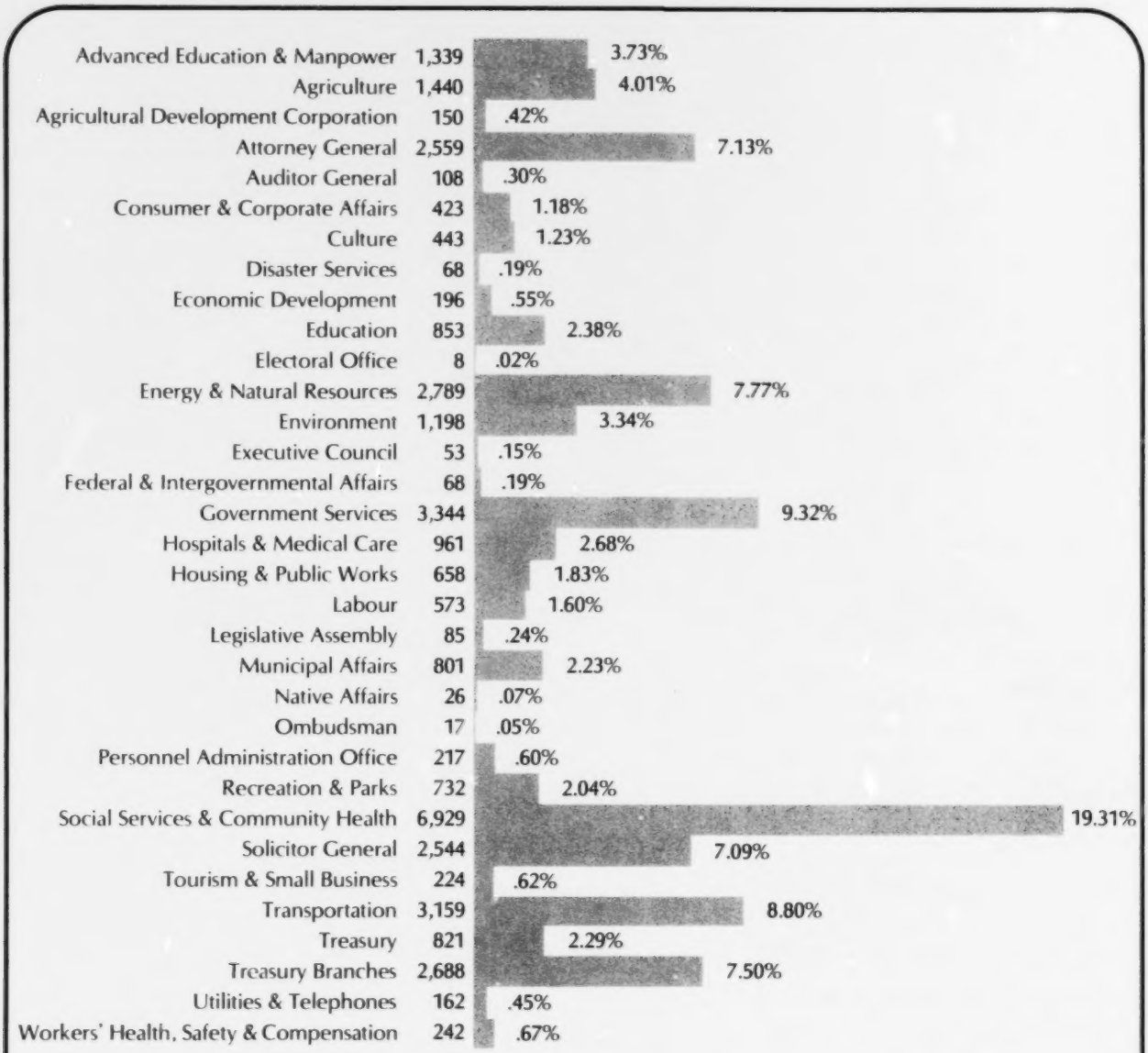
Occupational Safety Unit
Educational Programs
1982

	No. of Courses	No. of Participants	Duration	Training Days
Course				
Supervisor's Accident Prevention	4	69	2	138
Defensive Driving	10	180	1	180
Joint Worksite Health & Safety Committee	3	49	1	49
Emergency Survival	10	129	2	258
TOTALS	**27**	**427**		**625**

Distribution of Staff by Geographic Location December 31, 1982



Distribution of Employees* by Department December 31, 1982

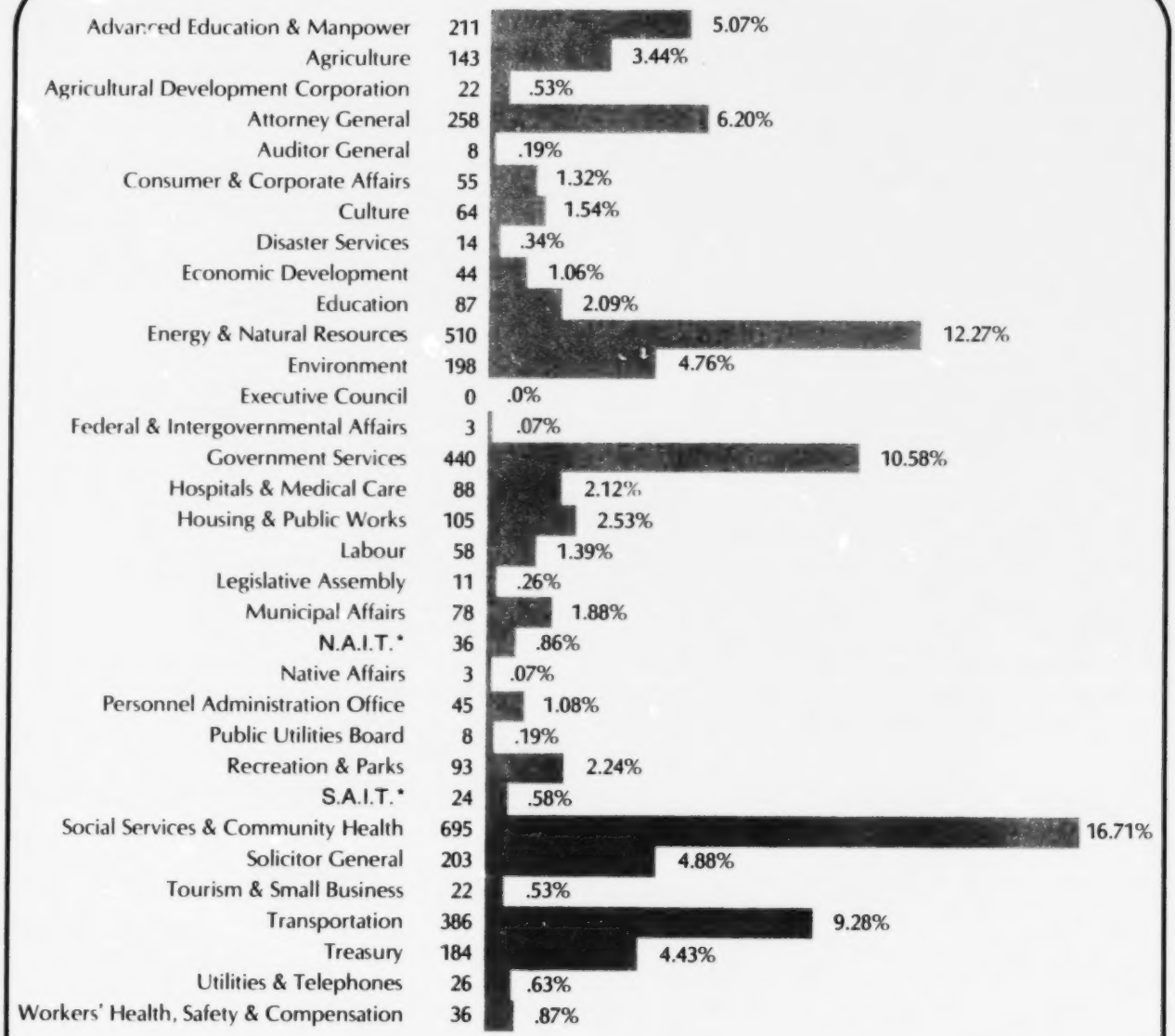

Advanced Education & Manpower 1,339 3.73%
Agriculture 1,440 4.01%
Agricultural Development Corporation 150 .42%
Attorney General 2,559 7.13%
Auditor General 108 .30%
Consumer & Corporate Affairs 423 1.18%
Culture 443 1.23%
Disaster Services 68 .19%
Economic Development 196 .55%
Education 853 2.38%
Electoral Office 8 .02%
Energy & Natural Resources 2,789 7.77%
Environment 1,198 3.34%
Executive Council 53 .15%
Federal & Intergovernmental Affairs 68 .19%
Government Services 3,344 9.32%
Hospitals & Medical Care 961 2.68%
Housing & Public Works 658 1.83%
Labour 573 1.60%
Legislative Assembly 85 .24%
Municipal Affairs 801 2.23%
Native Affairs 26 .07%
Ombudsman 17 .05%
Personnel Administration Office 217 .60%
Recreation & Parks 732 2.04%
Social Services & Community Health 6,929 19.31%
Solicitor General 2,544 7.09%
Tourism & Small Business 224 .62%
Transportation 3,159 8.80%
Treasury 821 2.29%
Treasury Branches 2,688 7.50%
Utilities & Telephones 162 .45%
Workers' Health, Safety & Compensation 242 .67%

TOTAL 35,878

Notes
- Attorney General includes Public Utilities Board.
- Environment includes Environment Council of Alberta.
- As of April 1, 1982 N.A.I.T. and S.A.I.T. are no longer provincially administered.
- As of October 1, 1982 Alberta Hospital Edmonton and Alberta Hospital Ponoka are no longer provincially administered.

* Includes all employees in both permanent and non-permanent positions but does not include casual employees.

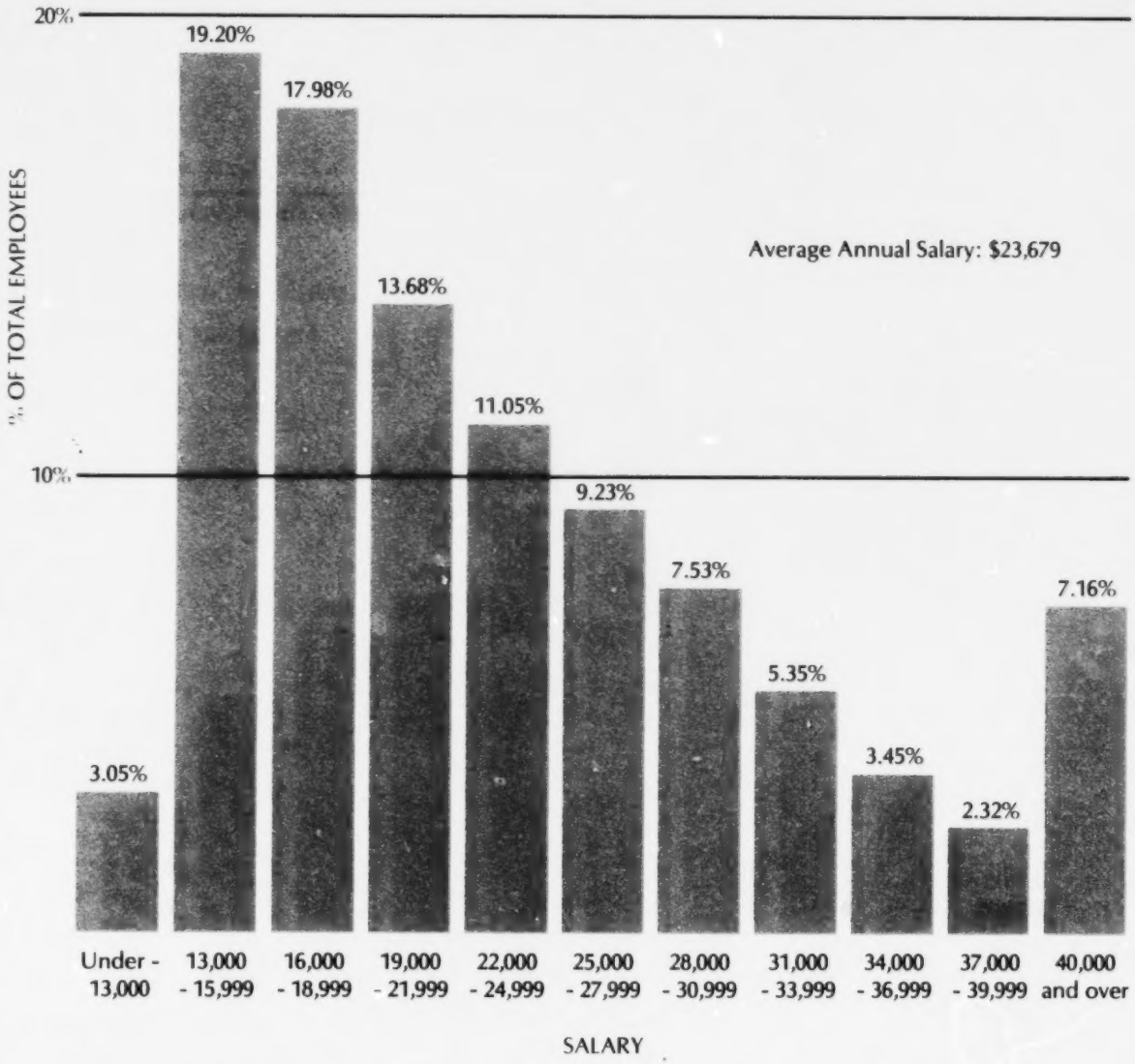
Percentage of Recruitment and Selection Competitions


Advanced Education & Manpower 211 5.07%
Agriculture 143 3.44%
Agricultural Development Corporation 22 .53%
Attorney General 258 6.20%
Auditor General 8 .19%
Consumer & Corporate Affairs 55 1.32%
Culture 64 1.54%
Disaster Services 14 .34%
Economic Development 44 1.06%
Education 87 2.09%
Energy & Natural Resources 510 12.27%
Environment 198 4.76%
Executive Council 0 .0%
Federal & Intergovernmental Affairs 3 .07%
Government Services 440 10.58%
Hospitals & Medical Care 88 2.12%
Housing & Public Works 105 2.53%
Labour 58 1.39%
Legislative Assembly 11 .26%
Municipal Affairs 78 1.88%
N.A.I.T.* 36 .86%
Native Affairs 3 .07%
Personnel Administration Office 45 1.08%
Public Utilities Board 8 .19%
Recreation & Parks 93 2.24%
S.A.I.T.* 24 .58%
Social Services & Community Health 695 16.71%
Solicitor General 203 4.88%
Tourism & Small Business 22 .53%
Transportation 386 9.28%
Treasury 184 4.43%
Utilities & Telephones 26 .63%
Workers' Health, Safety & Compensation 36 .87%
TOTAL 4,158

*As of April 1, 1982 N.A.I.T. and S.A.I.T. are no longer provincially administered.

Conducted by Departments in 1982

Annual Salary Distribution of Permanent Full Time Employees December 31, 1982



Note - Salaries for bargaining unit employees have not been adjusted by the full amount of the 1982 arbitration awards, reflecting only the 6% interim adjustment. For all other employees the full 1982 adjustment has been applied.

Age Distribution of Salaried Employees December 31, 1982

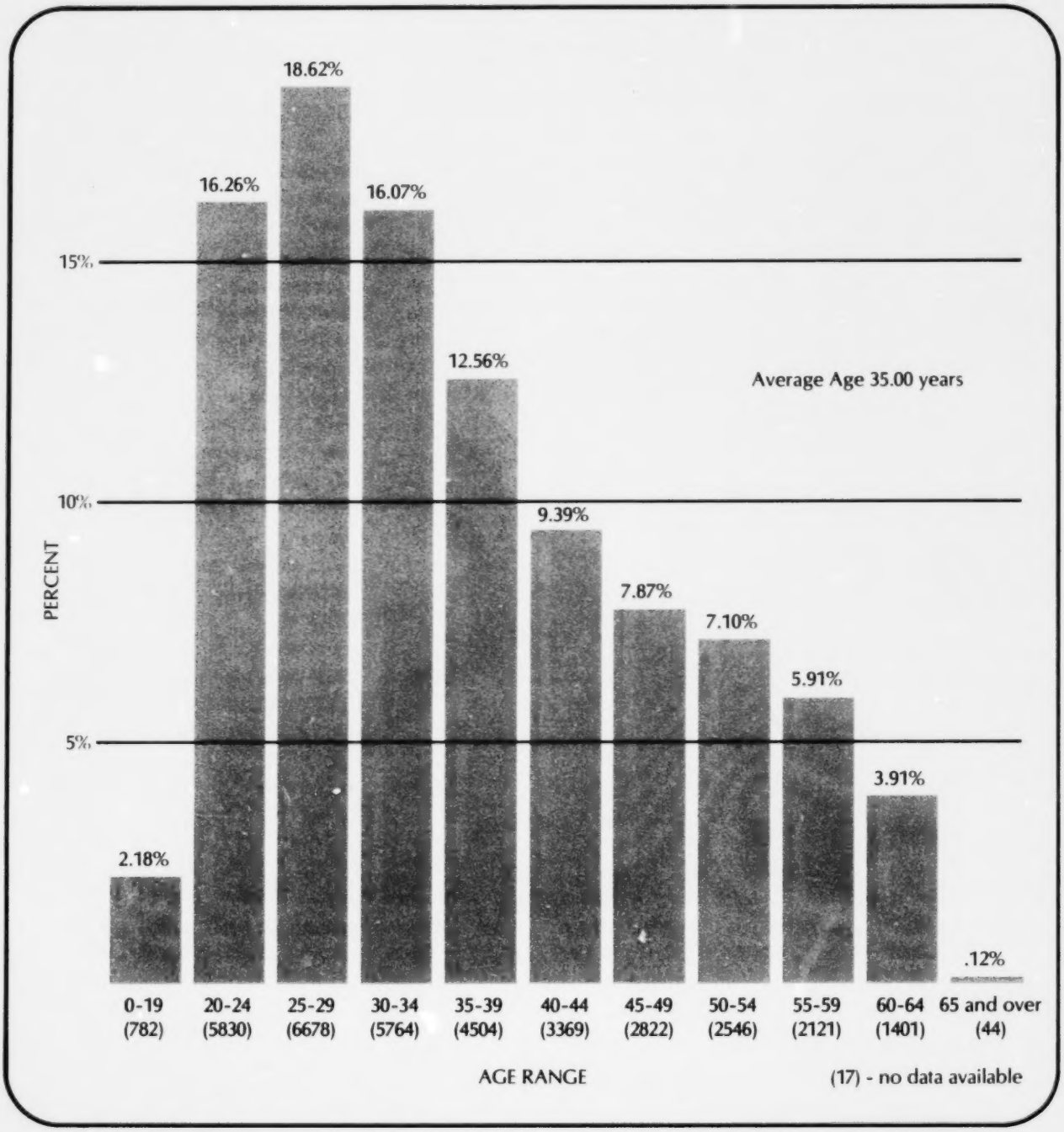


Table of Personnel Transactions 1982

TOTAL POSITIONS AS OF DECEMBER 31, 1982		**39,575**
Position Classifications	Positions Reviewed	4,176*
Staff Appointments	Commencements	8,022
	Terminations	5,856
	Internal Transfers	6,301
TOTAL EMPLOYEES AS OF DECEMBER 31, 1982		**35,878**

*Figure does not include classification transactions delegated to departments.